

**National Conference on Community Based Access to Justice
Volunteers, Partners and Technology
February 18-20, 2004**

SPEAKER BIOGRAPHIES

Katherine Alteneder has been the Director of the Alaska Court System's Family Law Self-Help Center since its inception in August of 2001. Katherine also currently serves as co-chair of the Public Interest Law Section of the Alaska Bar Association. From 1997-2000 she was a staff attorney at Alaska Legal Services Corporation in Anchorage. Before joining Legal Services, Katherine clerked for Judge Eric Smith in Palmer, Alaska. Katherine received her J.D. cum laude from Seattle University School of Law in 1996, and her B.A. in philosophy, with a concentration in third world social and political development from Northwestern University in 1989. Before going to law school, Katherine worked in the international trade and international development fields.

Gigi Amateau writes for regional publications about issues facing today's families. She is also a caregiver for her 85 year old grandmother. Gigi previously served as Director of Product Development for SeniorNavigator and is a content author and reviewer for housing and community resources topics. Ms. Amateau's experience includes program development and evaluation, information and referral services and non-profit management.

Diane Bras has served as the Family Law Facilitator in Placer County, California for the last six years and also is the court supervisor of the Motherlode partnership program with Northern California Legal Services which is funded through the Equal Access Fund. Ms. Bras was formerly employed as the court's research attorney and has developed a very innovative self-help program for Placer County.

Hugh Calkins is Director of Research and Development at Pine Tree Legal Assistance, Maine's statewide federally funded legal services program. He also works as a consultant on technology issues to a variety of other legal aid organizations including National Legal Aid and Defender Association, Management Information Exchange and several other state-based legal services organizations. He built and maintains two legal information websites for Pine Tree Legal Assistance and others for Maine Legal Services for the Elderly, Maine's Volunteer Lawyers Project, Maine Equal Justice Project. He serves on the Videoconferencing sub-committee of the Maine Courts and on the Interactive Forms Project of the Family Division of the Maine Courts.

In 2000 Mr. Calkins was the recipient of the Innovations in Equal Justice award at the ABA/NLADA Equal Justice Conference for his work in the use of technology to improve the delivery of legal services to low-income people.

Tiela Chalmers is the Managing Attorney at the Volunteer Legal Services Program of the Bar Association of San Francisco (VLSP). VLSP is the largest legal services provider in San Francisco; last year VLSP, with its partner agency the Lawyer Referral and Information Service, together served 21,057 poor and low-income people in San

Francisco. Of these, VLSP volunteers and staff helped 7,013 with legal consultation and representation in every area of civil law, providing over \$13 million in legal services. Tiela has worked on creating different legal service delivery models, particularly in the areas of landlord-tenant and family law, and focussing both on full representation and on self-help and unbundled legal assistance. She was also very involved in bringing web-based resources to volunteer attorneys in San Francisco through www.probono.net. Before coming to VLSP, Tiela was an attorney in a mid-sized law firm in San Francisco, doing commercial litigation and, of course, pro bono work.

Deborah J. Chase is a Senior Attorney with the California Judicial Council, Administrative Office of the Courts, Center for Families, Children and the Courts. She has worked with local trial courts to develop programs to assist *pro se* litigants in all areas of civil litigation, and on California's Unified Court for Families project. She is a family law specialist certified by the State Bar of California with over 21 years in practice as an attorney. She also holds a PhD in clinical psychology. Dr. Chase has served on the faculty of the B.E. Witkin Judicial teaching civil and criminal domestic violence to newly appointed judges. She has worked on numerous committees and task forces related to *pro se* assistance and family law including the Family and Juvenile Law Advisory Committee to the California Judicial Council and the Legal Services Trust Fund Commission of the State Bar of California.

Suzanne Clark Morlock completed her undergraduate studies in Political Science at California State University at Chico, graduating with Department Honors in 1988, and concurrently completed fifth year secondary teaching credential requirements. She taught high school courses in History, American Government and Economics in Mt. Shasta, CA. She completed her Juris Doctorate in June 1995 at Cal Northern School of Law in Chico, California, graduating cum laude and class valedictorian. She was an associate at the Carrion Law Office in Yuba City, primarily working in the areas of personal injury and business litigation. She served as Administrator and Interim Dean at Cal Northern School of Law from 1997 to 1998 and was a professor of Legal Research at Cal Northern from August 1995 through December 1998.

Suzanne returned to private practice in the areas of family law, business and personal injury in 1998, and attained training, certification and substantial experience in mediation. In September, 2002 she was selected by Butte County Superior Court to serve as the Family Law Facilitator and by the Butte, Glenn and Tehama courts as the Managing Attorney for the Self Help Assistance Regional Pilot Project for the Administrative Office of the Courts.

Robert Cohen is the Executive Director of the Legal Aid Society of Orange County (LASOC), a position he has held since 1980. Prior to that, he was on the staff of Clark County Legal Services in Las Vegas, Nevada, and the National Senior Citizens Law Center. Throughout his career he has worked on systems to expand the availability of legal services for the poor.

In 2000, Mr. Cohen, along with representatives from the courts, libraries, and legal aid, created I-CAN!™, the Interactive Community Assistance Network. I-CAN!™ enables pro per (unrepresented litigants) create and electronically file pleadings and documents. Through the use of the Internet and touch-screen kiosks in public libraries and courthouses, I-CAN!™ provides low-income clients with free, self-help legal services. There are currently thirteen I-CAN!™ modules available for use in English, Spanish and Vietnamese and I-CAN!™ has created more than 20,000 legal documents for pro per users. The I-CAN!™ EIC module is used by low-income workers throughout the nation to create and electronically file federal taxes to claim their Earned Income Tax Credit. So far this year, I-CAN!™ EIC has returned over \$1, 400,000 to low-income workers.

Ayn Crawley directs the Maryland Legal Assistance Network (MLAN), which is creating an integrated statewide system to serve low/moderate-income Marylanders via: A centralized intake and referral system; expansion of the People's Law Library legal information public access website; a password-protected public interest website for advocates; and a Pro Se Support Project. She was the 2001 recipient of the National Legal Aid and Defender Association's annual Innovations in Equal Justice award for her " outstanding vision and leadership in improving the delivery of legal services to low-income people.

Amy Critchett is the Director of Media and Marketing at One Economy Corporation. She was actively involved in the launches of Wired Magazine in 1993, ZDTV (Ziff Davis' convergence cable network) in 1998 and Oxygen Media in 1999. In each instance she played a role in defining innovative uses of technology and media. After a short stint in the world of art and technology Amy joined forces with One Economy to leverage both the power of technology and media to level the economic playing field for low income communities and provide access and services in the most efficient ways possible to those who could use it the most.

Sherna Deamer serves as the Project Coordinator for the Virtual Self Help Law Center for the Superior Court of California, County of Contra Costa. She heads an interdisciplinary team of consultants – including lawyers, technology experts, an adult education court content designer, a graphic designer, a web designer, a videographer, and a professional writer – to develop legal content for self represented litigants that can be posted on the internet.

Kathleen F. Dixon serves as managing attorney for the Los Angeles Superior Court Self-Help Management Project. Leaving private practice after 25 years in family law, Kathleen has focused on the development of partnerships for the court with various legal service providers, bar groups, community organizations, and law schools to leverage resources to expand and enhance self-help services throughout Los Angeles County.

Faye D'Opal is the Legal Director, Legal Self Help Center of Marin; private practice in Marin County – real estate, wills/trusts, civil litigation & family law – legal services in English and Spanish; expertise also in mediation and arbitration.

Chair, Marin County Bar Association Administration of Justice, 3 years
Marin Community Foundation, Board of Trustees, 5 years, current Chair
Legal Aid of Marin, Board of Directors 9 years (4 as President); also pro-bono attorney
Marin Abused Women's Services, Board of Directors 9 years (4 as President)
Marin YWCA Pro-Bono Legal Clinic, over ten years
Former Commissioner, Marin Juvenile Justice and Delinquency Commission, 5 years
Marin County Bar Association, Board of Directors, 3 years
Instructor (guest): Real Estate Law, College of Marin; Legal Clinics and Workshops on
broad variety of legal topics, in Spanish and English, including housing, consumer,
family, civil and criminal procedures, and small claims.
Marin Superior Court Pre-trial settlement panelist, Civil and Family Law Departments;
And Pro-Tem Judge for Small Claims Appeals
Four time recipient of the annual California State Bar "Wiley B. Manuel Pro-Bono
Award"
Selected as "Lawyer of the Year" by Marin County Bar Association
Recipient of Marin Commission on Human Rights' "Martin Luther King, Jr.
Humanitarian Award
Inducted into the "Marin Women's Hall of Fame" in 2000
Peace Corps Volunteer Leader and Senior staff, Latin America, ten years

John Greacen is a nationally renowned leader in court administration, court automation and electronic filing, court performance measurement and innovation. He was awarded the Award of Merit by the National Association for Court Management in 1999 for lifetime contributions to court innovation and administration. Mr. Greacen has served in executive roles in trial and appellate courts, and has led a variety of successful court re-engineering efforts. He has held major leadership positions in national court administration organizations and in national and state bar associations. He has been actively involved in the development of national specifications for the use of XML in electronic filing and other legal processes. Mr. Greacen has published on a variety of legal and court administration topics; he writes a regular column in the American Bar Association's Judges Journal. He regularly speaks and teaches on court administration topics.

Amy Hale-Janeke is currently employed as a professional law librarian and Head of Media Relations at the San Diego County Public Law Library (SDCPLL). In addition to her law degree (JD) and a masters in library science (MLS), her four years of professional experience in law librarianship have helped her to understand how to effectively communicate the law to non-lawyers. In January of 2000, she designed and implemented, and she teaches a monthly class in legal research for the general public which has become a nation wide model. Based on her model, SDCPLL has added five other classes for self-represented litigants. Two more are in the works, including a basic law class in Spanish and one training other law librarians to give classes to self-represented litigants.

Ms. Hale-Janeke has been a speaker at the annual meeting of the American Association of Law Libraries (AALL), the national association of law librarians, and has published numerous articles in their national magazine, *Spectrum*. She is the current national chair

of a special interest section of AALL called Legal Information Services to the Public (LISP).

Ms. Hale-Janeke handles the public relations at her law library, including writing and publishing their award-winning electronic newsletter (www.sdcll.org/newsletter/e-Newsletter.html).

Bonnie Rose Hough serves as the committee counsel to the Judicial Council's Task Force on Self-Represented Litigants. She is a supervising attorney with the Administrative Office of the Court's Center for Families, Children & the Courts. The focus of her work is on helping courts meet the needs of self-represented litigants. She also serves as Vice Chair of the California State Bar's Standing Committee on the Delivery of Legal Services and is a fellow with the Harvard Law School's Bellow-Sachs project.

Harry Jacobs is the Technology Attorney with the Center for Families, Children & the Courts and has been employed by the AOC since June 2002. Before joining the AOC, Mr. Jacobs worked at CFCC as a consultant on a variety of projects including the California Courts Self-Help Center. He recently received a master's degree from U.C. Berkeley's School of Information Management and Systems. Mr. Jacobs practiced law for many years with Morrison & Foerster in its San Francisco and New York offices. He attended law school at the University of California, Berkeley (Boalt Hall). He enjoys bike riding, travel, books, movies, and learning about California history.

Linda Kim is the CalJustice Staff Attorney at the Public Interest Clearinghouse (PIC). She leads PIC's efforts in planning and building statewide consensus for the California Statewide Legal Services Website, www.LawHelpCalifornia.org. Linda has worked with survivors of domestic violence through Bay Area Legal Aid's Abused Immigrants Rights Project, lobbied at the United Nations Commission on the Status of Women, clerked with the State Bar of California Office of Chief Trial Counsel, and has developed educational and advocacy programs in Cambodia, Costa Rica, and Indonesia. As a Habitat for Humanity San Francisco Family Selection Committee member, she is actively involved in her community.

Clare H. Maudsley, Esq., is the Pro Bono Program Manager of the Legal Aid Society of San Diego, Inc. (LASSD). She has been practicing law in San Diego for 20 years. Ms. Maudsley received a B.A (Hons) in Law from the University of Cambridge, England in 1975 and an M.A.(Hons) in Law in 1979. She also received an LLM from Cornell Law School, New York in 1979. From 1988-2000 Ms. Maudsley was on the LASSD board of directors and was LASSD President in 1994. In 1992 she was awarded the San Diego County Bar Foundation Award for community service. In 1984 and 1997 she received the Outstanding Legal Services Award from San Diego Volunteer Lawyer Program. In June, 2000 LASSD decided to bring its pro bono activities in house and Ms. Maudsley was invited to develop the LASSD Pro Bono Program. The Pro Bono Program has grown to a staff of six people and together with over 700 volunteers – attorneys and non-

attorneys - provides legal services to more than 2,000 poor people per year in the areas of family law, housing, education, mediation, consumer, immigration and health.

Allison McDermott joined Pro Bono Net in 2001 to manage the national expansion of the LawHelp online platform. Pro Bono Net is a nonprofit organization that increases access to justice for poor and moderate income people and other vulnerable populations through innovative uses of technology, increased participation by volunteers and better collaboration among nonprofit legal organizations working on similar issues. Since 1998, Pro Bono Net has built web platforms to support public interest lawyers and their clients throughout the United States: www.probono.net provides online tools to support both full-time poverty law advocates and pro bono attorneys; and www.lawhelp.org provides referrals to legal aid and public interest law offices, community legal education information, self-help and other resources directly to the public. Previously Ms. McDermott worked for four years at inMotion, Inc., a domestic violence legal organization in New York City, as a pro bono coordinator as well as technology projects manager, which included the initial development of probono.net/ny's family law practice area. She holds a masters degree in Social Administration from Columbia University School of Social Work.

James Mensing, J.D., Ph.D. is a Senior Research Analyst with the California Administrative Office of the Courts, Center for Families, Children & the Courts in San Francisco. His responsibilities include overseeing an assessment of the Equal Access Fund, a legislative grant to legal services organizations throughout California, and a longitudinal study of mediation services in child custody disputes. Dr. Mensing began his work with the AOC in November, 2002. He holds a Ph.D. in education from the University of California, Berkeley and a J.D. from New England School of Law in Boston, Massachusetts. Prior to joining the AOC, Dr. Mensing worked as a Post-Doctoral Scholar at the University of California, Berkeley looking at the effects of welfare reform on mothers and young children. In addition, his research background includes numerous studies in both the United States and Colombia examining moral and social reasoning, various aspects of family life, and the effects of violence on children. While at U.C. Berkeley, Dr. Mensing designed a course in human rights education that he continues to teach. Before coming to California, Dr. Mensing practiced law for five years as a poverty and civil rights attorney with Florida Rural Legal Services. While in Florida he served on the State Bar's Disability Law Committee and helped set up one of Florida's first court-based mediation programs. Dr. Mensing currently serves on the Long Range Planning Committee of the California Bar's Legal Services Trust Fund Program.

Sonia Montero, a long-time public interest advocate from California Indian Legal Services, coordinates a number of projects at CILS. She has served as is the coordinator of the California Legal Services Website, www.LawHelpCalifornia.org, since October 2002. Sonia also manages CILS' Advocacy, Collaboration and Referral Network (ACORN) project. The ACORN Project creates and integrates self-help materials program-wide, in addition to updating referral and advocacy materials. Sonia is also involved with the CILS Centralized Intake Unit and is the CILS contact for the ICAN!™ EITC outreach work to tribes and Indian individuals. She has assisted with the

preparation and revision of CILS' *Indian Child Welfare Act California Judge's Bench Guide*, and has coordinated numerous ICWA trainings statewide.

Wayne Moore is the AARP Director of Advocacy Planning and Issues Management. He is responsible for managing a process which prioritizes AARP public policy issues and sets the goals, strategies and level of effort for each issue. Prior to this, Wayne served as the Co-administrator of the AARP Foundation, Director of the AARP Legal Advocacy Group and Executive Director of AARP Legal Counsel for the Elderly over a span of 25 years. He has been a pioneer in the development of a range of new delivery systems including the use of volunteer lawyers and laypersons, legal hotlines and most recently legal aid based self help offices.

Pat Pfremmer served as the AOC's Task Force on Self-Represented Litigants law librarian representative. Ms. Pfremmer has been the Santa Cruz County Law Librarian since 1980, and under her management, Nolo Press declared her library to be the most user-friendly law library in California in the small law library category. She received a Library Services and Technology grant from the State Library to improve citizen access to legal materials. The project makes law library materials accessible to users of the county public libraries. Ms. Pfremmer is also co-editor of the third edition of the Council of California County Law Librarians "Trustees Manual". The "Manual" is designed to be a complete reference tool for trustees and library directors. Prior to her current position she was head of McHenry Library's Government Publications and Law Section at the University of California at Santa Cruz. She is actively involved in local legal groups and civic organizations and is a county civil service commissioner.

Naomi Quinones specializes in web and editorial development. She implements multifaceted projects and facilitates outreach to the community. She formerly was a project manager at beyond.com juggling clients such as Symantec and McAfee. In addition to her work with One Economy Naomi is a playwright and spoken word artist.

Tina Rasnow is a senior attorney with the Ventura County Superior Court, and a coordinator of its Self-Help Legal Access Center. She received her undergraduate degree in Women's Studies from the University of California, Berkeley and her J.D. degree from the University of California, Hastings College of the Law in 1983. Prior to working for the court Ms. Rasnow practiced real estate law in Westlake Village. She served on the California Judicial Council's Task Force on Self-Represented Litigants and serves on its Access and Fairness Advisory Committee. She also serves on the State Bar Standing Committee on the Delivery of Legal Services. She is past president of the Ventura County Bar Association. Ms. Rasnow has authored articles in local newspapers and professional periodicals on access to justice and diversity issues, including a law review article *Traveling Justice: Providing Court Based Pro Se Assistance to Limited Access Communities*, published in the February 2002 *Fordham Urban Law Journal*.

Glenn Rawdon has been with the Legal Services Corporation as Program Counsel for Technology since 1999. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants

program. Before coming to LSC, he was a managing attorney at Legal Services of Eastern Oklahoma for five years and before that, he was in private practice. He has served as co-chair of the Law Office Management section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

Jill Selvaggio is a Project Manager and Community Outreach Coordinator for the Superior Court of California, County of San Mateo. Jill has worked for the Court for five years and was recently named chair of the San Mateo County Self-Represented Litigants Collaborative's subcommittee on using technology to assist self-represented litigants. She earned her Master's Degree in Criminal Justice with an emphasis in Policy Analysis and Program Evaluation from Loyola University Chicago.

Kent VanDerSchuit is the supervising attorney and Director of the Nevada County Superior Court's Public Law Center, a legal self-help center. The Public Law Center assists self-represented persons with a variety of litigation and non-litigation legal issues. The Center provides assistance with most civil matters, excluding family law. The Public Law Center provides limited assistance with minor criminal matters such as traffic and probation modification requests. The Public Law Center has been in operation since March of 2001 and currently assists between 400-500 patrons per month.

Mary Viviano has been working on statewide legal services issues for over 23 years. She currently serves as staff to the California Commission on Access to Justice, a blue ribbon group working to expand the availability of the legal system for all Californians, regardless of income. Recently, she has been involved with establishment of the \$10 million Equal Access Fund, publication of *The Path to Equal Justice Report* [2002], expansion of the availability of self-help centers and limited scope legal assistance, and removing language barriers within the legal system. She also works closely with access to justice coordinators in other states, and is working with the ABA and NLADA to coordinate the work of access to justice commissions around the country.

A graduate of the University of Michigan Law School, Mary began her career as an associate with Lillick, McHose & Charles in San Francisco, was executive director of the Public Interest Clearinghouse, from 1980 to 1992, and Director of the State Bar's Office of Legal Services from 1992 to 1998. She has done extensive consulting with legal services programs across the country, served as President of the Legal Aid Association of California, was a board member for several legal services programs, and has been active with many state and local bar association activities designed to increase access to the legal system for low and moderate income Californians.

Martha Wright is the AOC's Grant Development Specialist. In her role with the AOC she researches funding opportunities and provides technical assistance to AOC and trial court staff applying for funding for court and community programs and research projects. She came to the AOC after spending several years working as a proposal development consultant to community based non-profits and local governments. Ms. Wright has developed successful grant applications in the areas of judicial programs, community development, low-income housing, community policing, after school programs,

technology and also research projects. She has also worked as a grant writing trainer and needs assessment facilitator.

Richard Zorza is an attorney and independent consultant who has worked for the past fifteen years helping courts, nonprofits, legal services programs and government find ways to carry out their strategic and service visions, with particular focuses on technology and access to justice. He his current projects include working with the Open Society Institute funded a process to build a system to meet legal information needs of low and middle income people and the legal advocacy organizations that serve them (www.lawhelp.org), in assisting with the development for the State of Washington of an Access to Justice Technology Bill of Rights (www.atjtechbillofrights.org), working with the SJI-funded Solutions Project and the Trial Court Research and Innovation Consortium on evaluation of *pro se* programs , and as prime consultant to the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice (www.bellowsacks.org).

Among his technology projects have been the Midtown Community Court Computer System, winner of the 1995 Windows Open Award for government nonprofit software, and the Internet Based Domestic Violence Court Preparation System, now helping domestic violence victims and advocates in New York and Georgia prepare for court, and being replicated in several other states. He has also facilitated the technology envisioning process for the Legal Services Corporation and the legal aid community.

A graduate of Harvard Law School and Harvard College, Mr. Zorza is a former public defender. Among his cases was the public defender *amicus* brief in *Commonwealth v. Colon-Cruz*, the 1984 case that struck down the death penalty in Massachusetts. He writes and speaks widely on issues of legal ethics, nonprofit technology, advocacy, and legal system innovation. His book, *The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers*, was published in the fall of 2002 by the National Center for State Courts. He was a co-author of *Judicial Techniques for Cases Involving Self-Represented Litigants*, published in the Winter 2003 *Judges Journal*. A new article on the relationship between judicial neutrality and the appearance of neutrality in *pro se* cases is currently scheduled to appear in the Spring issue of the *Georgetown Journal of Law and Ethics*. Additional information and publications can be obtained on his website at www.zorza.net.